

Second Annual OA CERT Training/Exercise

Contact: M. A. Ramirez

On June 6, 2015, San Bernardino County conducted its Second Annual Operational Area CERT Training/Exercise hosted by the City of Colton. The morning started with three training sessions provided by subject matter experts. Colton Battalion Chief Don Benfield, County Firefighter and USAR Team Member Robert Stine and Emergency Services Officer Zack Mullenix conducted courses on ICS, Light Search & Rescue and Communications



CERT Members receive Exercise instructions

respectively. Participants raved about the quality of the training and appreciated the opportunity to “refresh” some important skills before the exercise portion of the day. Following the training/exercise, participants had the opportunity to observe the talents of

the American Red Cross and Southern Baptist Disaster Services as they partnered to cook and serve almost two hundred meals for participants, actors and exercise staff. Once the approximately 120 CERT volunteers were fed, they donned their gear and responded to a simulated mass casualty incident at a vacant department store facility. Once teams were organized, the first volunteers to enter the building were faced with cries from over thirty victims throughout the facility and the glow of a simulated fire from across the building. CERT volunteers assigned to the outside of the building faced live-fire and trapped victims requiring extrication by means of cribbing. As the exercise progressed Exercise Evaluators from Big Bear Fire, Colton Fire Department, Redlands Fire Department, San Bernardino County Fire, Loma Linda Fire Department, Loma Linda University, Apple Valley CERT, Barstow CERT, and Wrightwood CERT assessed the skills of exercise participants. Once victims were identified, triaged and transported they were treated at the medical operations unit established by CERT volunteers. The exercise culminated with a Colton Fire Department Engine arriving with lights and siren to take over the incident.

An After Action Conference was conducted on July 15 to finalize the After Action Report and to develop an Improvement Plan (AAR/IP) to address areas of improvement identified during the exercise. The AAR/IP will be distributed to CERT Programs countywide to help guide them as they plan their training in the coming year. The AAR/IP also drives the Operational Area (OA) CERT Training that will be conducted by the San Bernardino County



CERTs practicing triage

CERT Advisory Committee (SBCCAC) under the direction of County OES. Next year’s training focus will be upon CERT Medical Operations and communications. Be sure to look out for this training in 2016.

These exercises demonstrate the strength of the CERT Program in San Bernardino County and the effective collaboration that takes place among the County’s 35 CERT programs. There is no way one agency could conduct exercises like this; but through the cooperative efforts of many, training and exercises like these are a welcomed addition to the already outstanding programs in our County.

ANNOUNCEMENTS: TRAINING, EXERCISES, EVENTS, ETC.			
NAME	DATE	TIME	LOCATION
CERT Program Manager	08/7-8	0800-1700	County Office of Emergency Services (OES)
ShakeOut Workshop	08/14	1715-2100	Simpson Strong Tie Training Center and Factory
OA WebEOC Advisory Committee Meeting	8/18	1330-1500	County Office of Emergency Services (OES)
National Preparedness Month	9/1 – 9/30	N/A	Nationwide
2015 Annual CESA Training & Conference	9/28 – 10/1	0800-1700	South Lake Tahoe, CA
San Bernardino County Museum ShakeOut Event	10/10	TBD	City of Redlands
Great California ShakeOut	10/15	1015	Nationwide
SBCCAC Meeting	10/22	1000-1130	County Office of Emergency Services (OES)



Clockwise from top left: Robin Lindsay, WebEOC Administrator, OA WebEOC Committee, expenditure chart; Daily Dashboard

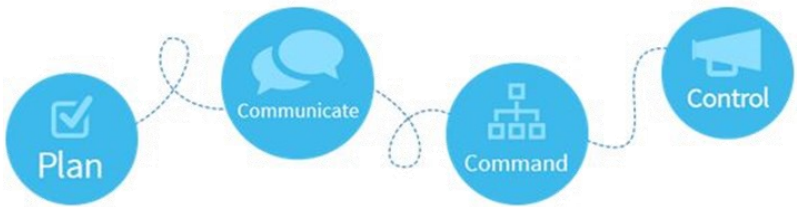
OES Quarterly Report



San Bernardino County Fire, Office of Emergency Services

NACo Award Winner, SBCOA WebEOC— Creating a Culture of Connectivity

Contact: R. Lindsay



In June, San Bernardino County Fire, Office of Emergency Services (OES) was notified that it had received National Association of Counties (NACo) recognition for the County’s Web EOC Program. The National Association of Counties applauds county governments that are embracing innovative and more effective ways to serve their constituents. This year’s theme was “Celebrating 75 Years of Recognizing County Innovation.”

The County OES submission called “Enhancing Disaster Communication: Creating a Culture of Connectivity” spotlighted the County’s WebEOC Program and won in the Emergency Management and Response category.

Every year, NACo solicits submissions that identify and provide a solution for a governmental gap or problem. Each submission must include a program abstract, and a description that includes: how the program utilizes technology, the cost of instituting the program, and examples of the program’s results and success. Finally, a NACo award submission must provide justification of its worthiness to receive national recognition.

San Bernardino County Operational Area’s WebEOC is an innovative software solution for establishing a common “sheet of music” during disasters, as County OES has openly shared original WebEOC board designs with local, state and federal emergency management partners including NORAD, NOAA, Canada, and the states of California, Arizona, Washington and New Mexico.

WebEOC is an innovative software program that provides County stakeholders with situational awareness from any internet enabled device during disasters. The WebEOC Program has nearly 1,000 users at the local, state and federal levels assigned to one or more of 475 possible positions. It encompasses 187 custom “web boards” that provide incident information “push and pull.”

WebEOC in its current form was developed over five phases spanning three years at a cost of over \$800,000 - paid for by a combination of grant programs. It encompasses most, if not all, emergency management operations utilized during Emergency Operations Center (EOC) activations. In addition, WebEOC has been enhanced with an entirely

independent hemisphere that provides daily use emergency management tools for County OES, various County departments and all 24 City/Town jurisdictions.

WebEOC is recognized as the County’s disaster communications platform and is expanding to include daily operation functions for multiple County departments. Annually all 44 San Bernardino County departments report their ShakeOut Drill activities in WebEOC at the encouragement of Greg Devereaux, the County Chief Executive Officer (CEO). The 2015 NACo Award is in recognition of the efforts of County OES to create a “Culture of Connectivity” across the County. Furthermore, San Bernardino County OES chairs the Operational Area (OA) WebEOC Committee to engage key County departments that guide continual WebEOC Program improvement.

This is the third such recognition for County OES; previous winning projects in 2014 include the Mass Care/Shelter Operations Compound (SHOC) concept and the Responders Organized for Pass Emergencies (ROPE) Field Operations Guide (FOG).

Summer Intern: “An Experience That No One Will Soon Forget”

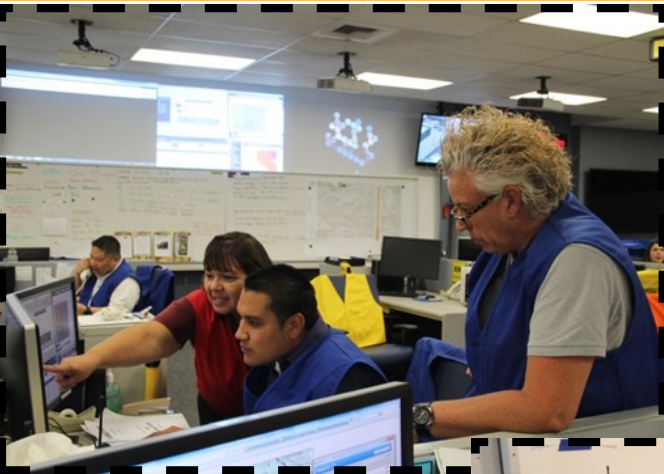
Contact: C. Cruz

As a result of the learning curve in emergency management and the specific subject matter of our individual projects, the prospects for interning with OES have been few and far between. The typically short-term internship commitment quite frankly ends up being more work with little results. But once in a while you get lucky and come across an individual that is almost too good to be true....His name is Manny Perez.

Manny is 20 years old, from Fontana, a senior at Olivet Nazarene University outside of Chicago attending on a football scholarship, and majoring in Criminal Justice/Sociology. From the first meeting with Manny throughout his entire three month stint, we knew we had a good one and jumped at the opportunity.

Manny came to County OES with a better than most, understanding of emergency management and its basic principles. He was assigned to the Emergency Operations Center (EOC) Standard Operating Procedure (SOP) project to assist with developing ICS section position checklists, yes, the dreaded SEMS position checklists, and was tasked with sorting through all the redundancies and blah, blah, blah to flush out the key elements of each position and specific responsibilities in a working EOC.

Over the course of three months, which included the two week activation for the Lake Fire, Manny was exposed to real life emergency management operations that most emergency managers won't experience in their careers. He was assigned to the Documentation Unit but participated in the activity occurring all around him. Manny attended and completed several training courses, including Disaster Cost Recovery and MGT130-Jurisdictional Threat and Hazard Identification and Risk Assessment (THIRA). He shadowed the Duty Officer at the Lake Fire ICP and participated in a ride-alongs with San Bernardino City Unified School District Police and the City of San Bernardino Police Department.



sponse agencies during an incident.”

We wish Manny well and know that he will be successful in whatever path he chooses.

Top to bottom: Manny interacts with County OES staff; at the Lake Fire ICP; working in the EOC

ment.

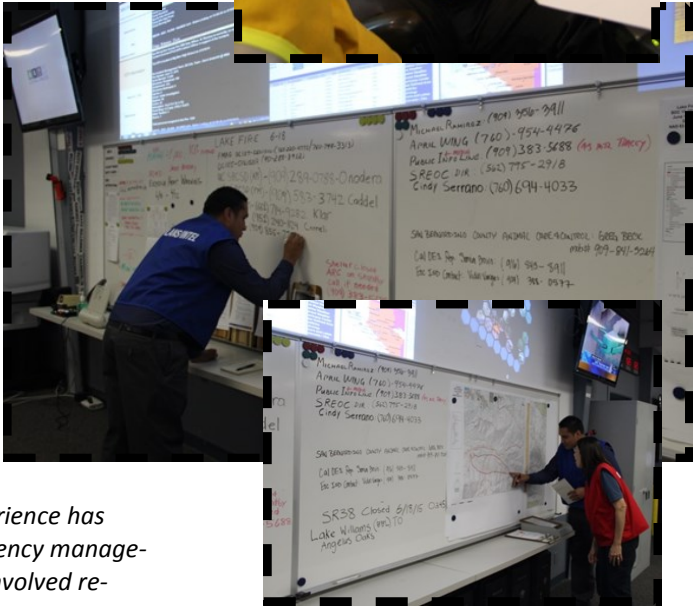
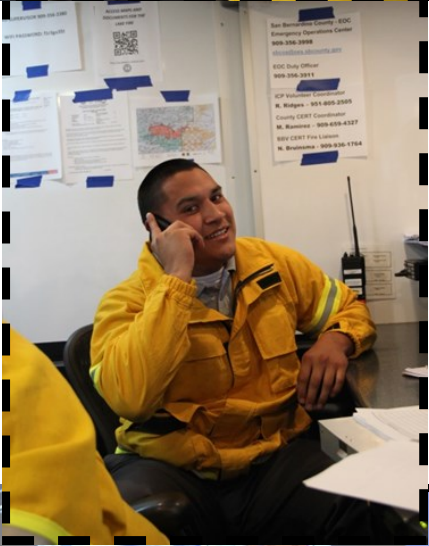
There were specific benefits that came out of this experience for County OES that exponentially outweighed any additional time that staff spent “getting him up to speed”, as he came in and hit the ground running and became a member of the County OES team/family immediately. Manny brought to County OES many qualities, but in particular:

New perspective on organizational issues: By challenging “the way we’ve always done it” mentality he brought fresh, new ideas to the project. Manny questioned processes and often suggested another, if not better way of doing things.

Professionalism and eagerness to learn and contribute: Manny’s presence was a reminder to all of us that this is a profession and to learn from every opportunity and experience.

A manageable EOP SOP template: County OES will pick up the project where Manny left off and everyone in the OA will benefit from this project.

When asked about his experience and in his own words, “I loved this internship! Being able to see and be directly involved in the planning, preparedness, response, and recovery facets of emergency management over the last three months is more than I ever expected. Although my goal is to still become a law enforcement officer, this experience has shown me the value of emergency management as the heartbeat of all involved re-



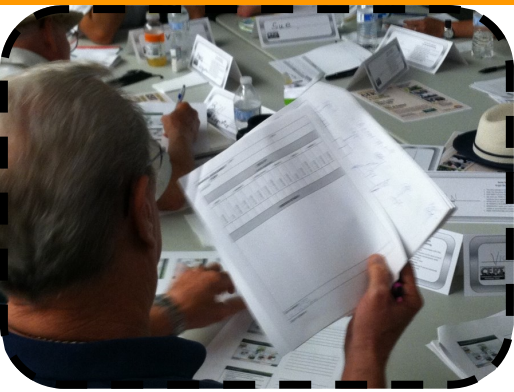
Learning From the Best!

Contact: M. A. Ramirez



Division Chief Gary Bush providing training

As a result of the 2014 Countywide CERT Exercise Improvement Plan, the San Bernardino County CERT Advisory Committee provided Incident Command System/Command Leadership Training on May 30th to CERT leaders from throughout San Bernardino County. The half-day training was hosted by the City of Hesperia and taught by San Bernardino County Fire Division Chief Gary Bush. Chief Bush is recognized as an expert in the field and conducts ICS training for the San Bernardino County Board of Supervisors, among others. Attendees commented on the value of the training and practical way Chief Bush applied ICS principles to CERT. Training like this is a means of strengthening areas of improvement identified during the County-



Rialto CERT Volunteer Richard Johnson familiarizes himself with the CERT Forms

wide CERT Exercises and also provide an outstanding opportunity for CERT volunteers to network and share ideas.

Grants Update

Contact: M. Antonucci; E. Sampson; K. Gonzalez

FY2013 Homeland Security Grant Program

Grant was fully expended and has ended.

FY2014 Homeland Security Grant Program

FY14 HSGP continues to be expended. The first Performance Milestone deadline was July 31, 2015. All projects must be at least 50% completed.

The second and final Performance Milestone is March 31, 2016, at which time all projects must be completed, and final reimbursement request submitted to the Grants Administration Unit by April 15, 2016.

FY2015 Homeland Security Grant Program

Cal OES released information for the FY15 grant on August 3, 2015. County OES has emailed the call for projects notice, which is due back to the Grants Administration Unit no later the COB, August 17, 2015; no late submissions will be accepted for consideration due to the short time frames imposed by the state.

FY2014 Emergency Management Performance Grant

As of yet we have no indication that the FY14 grant will be extended, therefore please anticipate to adhere to the deadlines listed below. Please immediately inform the Administration Grants Unit if you will have any unspent funds to deobligate.

FY2014 Emergency Management Performance Grant

The Final quarterly report and reimbursement request was submitted to the state on time with no issues resulting in the successful completion of the FY14 EMPG. Thank you everyone for all your help and hard work; good job!

FY2014 Emergency Management Performance Grant

We have not yet received information from the state on the FY15 EMPG. Since the announcements usually come out in June-July and CalOES management is still reviewing/approving the State Guidelines in August, please be ready for a quick application process, because when the guidelines get approved we will have a much shorter time frame for application.

It’s Official!

Contact: K. Cox

Since joining the County Office of Emergency Services, Marc Peren, Emergency Services Officer (ESO), has been a part of five activations and has become the liaison for the High Desert Communities, Public Health, Hospitals, Military, and Tribal partners. Marc’s major project is the County’s Disaster Recovery Plan. On July 11 Marc transitioned from a contract to a regular employee and it was made “official” while Marc solemnly took his Disaster Service Worker (DSW) Oath and was honored with his ESO badge by Emergency Services Manager Mike Antonucci. County OES is honored to have amongst its ranks such a professional and hardworking individual as Marc.



Marc and Mike

Knowing What to Do When the Earth Moves

Contact: M. A. Ramirez

On the morning of Saturday, July 25, San Bernardino County residents were reminded of the importance of knowing what to do when the earth moves. A 4.2 magnitude earthquake rattled the valley and rudely awoke many residents. Events like this are important opportunities to take stock of your

personal earthquake preparedness and an opportunity to look for ways to remind those around you to prepare. One such opportunity is the annual Great California ShakeOut. With almost 690,000 ShakeOut participants in 2014, San Bernardino County remains a recognized leader in ShakeOut participation. The annual drill is held the third Thursday of October and is an opportunity for residents and employees in San Bernardino County to practice what they would do during an earthquake. Hundreds of thousands will prepare by practicing Drop, Cover and Hold On at 10:15 a.m. on October 15. This year the County will once again encourage resi-

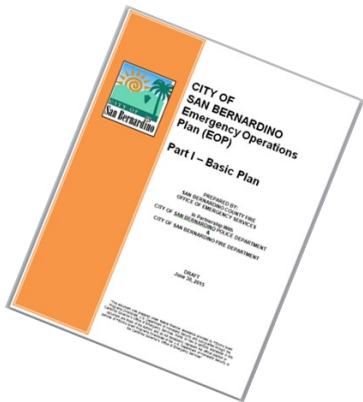
dents to participate by registering their families and participating in the drill. The County Office of Emergency Services will also provide Cities/Towns, County Departments and partner agencies the opportunity to participate and share their ShakeOut activities via We-bEOC. Do not miss the opportunity to capitalize on the excitement surrounding ShakeOut by looking for ways that you can participate or increase your participation in 2015. For



Update: City of San Bernardino EOP Draft Completed!

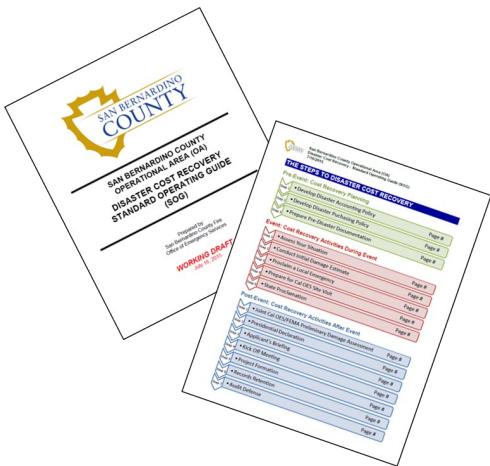
Contact: C. Cruz

The City of San Bernardino utilized FY2014 EMPG funds to contract with County OES to update the City’s Emergency Operations Plan (EOP), and as of June 30, 2015, a draft of the City’s EOP was completed and is currently under review by the Police and Fire Departments prior to submission to CalOES. Once accepted by CalOES, the EOP will be presented to the San Bernardino City Council for formal adoption.



Update: Cost Recovery SOG Nears Completion

Contact: C. Cruz



A final draft of the Cost Recovery Standard Operating Guide (SOG) is near completion and County OES anticipates presenting a final draft to the Cost Recovery Ad-hoc Committee in August/September with rollout to the Operational Area (OA) following approval by the committee. A big thank you to the following Cities for their participation: City of Hesperia, City of Montclair, City of Rancho Cucamonga, City of Yucaipa, and CalOES.

Public Officials Training

Contact: K. Cox

Recently elected 4th District Board Supervisor Curt Hagman attended ICS 402/OES Orientation along with other Board of Supervisors staff and County Administrative Office staff. This combination course is conducted by the County Office of Emergency Services (OES) for the benefit of the Board of Supervisors and the CAO’s office, which becomes the “Policy Group” during a County disaster. Mike Antonucci, Emergency Services Manager, covered the topics of SEMS/NIMS and the support and coordination role of County OES during disasters, while Battalion Chief Gary Bush led the discussion of how the Incident Command System is applied in both the EOC and in the Field response to disasters and outlined the vital role the Board of Supervisors has in the decision making process. As the end cap to the training, Emergency Services Officer, Robin Lindsay provided a Web-EOC orientation, the Operational Area disaster communication tool the Supervisors will utilize for situational awareness to assist with decision making during a County disaster.

We’ve Seen Fire and We’ve Seen Rain

Four incidents in two months result in back to back EOC activations

Contact: R. Lindsay

The Operational Area (OA) Emergency Operations Center (EOC) activated on June 17, 2015, for the Lake Fire incident, which began in the San Bernardino County mountain community of Barton Flats and marched east and north consuming over 31,000 acres of forest. San Bernardino County Fire, Office of Emergency Services (OES) provided immediate



OA EOC planning meeting

support to the Incident Command Post (ICP) in the form of an FMAG (Fire Management Assistance Grant) application. EOC/ICP liaisons were deployed to the Lake Fire Base Camp and the EOC was staffed around the clock in two 12 hour shifts. The EOC remained activated a total of three weeks, coordinating County support from the initial intelligence gathering and fire perimeter



Lake Fire



North Fire

mapping, to advance planning and potential cost recovery activities.

In a curious coincidence, exactly one month later on July 17, the North Fire erupted in the median between north and southbound Interstate 15 traffic in the Cajon Pass during the peak of the usual Las Vegas weekend migration. Within minutes, the conflagration trapped motorists and first responders alike. The final 4,250 acres burned with fire damaging three houses and eight out buildings. When flames overtook stranded motorists 20 vehicles were destroyed and another 10 were damaged.

The OA EOC again stood up overnight and into the weekend sending an EOC/ICP liaison to the North Fire ICP to support the efforts of the Unified Command that consisted of CalFire, County Fire and County Sheriff. The OA EOC developed and disseminated the common operating picture for successful evacuation, sheltering and traffic control activities working with American Red Cross, CalTrans and Highway Patrol representatives. Serrano High School in Phelan initially served as the evacuation site for individuals under mandatory evacuations from their homes in Baldy Mesa or those whose vehicles were stranded in the Cajon Pass. The American Red Cross established a shelter at Serrano High School when it became apparent that sleeping accommodations and a mass feeding operation would be necessary. County Animal Care and Control established an animal shelter at the San Bernardino County Fairgrounds and Event Center in Victorville for a variety of animals from horses and pigs to peacocks.

As the perimeter of the North Fire was being defined and County OES was completing an FMAG application for the incident, the 200

acre Pines Fire was just being reported in neighboring Los Angeles County near Wrightwood. L.A. County Sheriff personnel requested sheltering assistance for 300 juveniles and 40 staff members they were evacuating from three different campgrounds. Approximately 90 Girl Scouts and 130 special needs children were among the evacuees. The OA EOC coordinated with County Fire to retrieve Mass Care and Shelter Cache Trailers from two County Fire stations to accommodate the growing shelter population. County Public Health was contacted to deploy over 100 ADA approved cots from their resource stockpile for special needs clients.

Before the Serrano High School shelter could be demobilized and the last of the chickens returned to their owners, the threat of flash flooding from the remnants of Hurricane Delores loomed on the County’s horizon. The OA EOC remained activated through the July 19 Delores storm events. Intense rainfall in the burn areas caused debris and ash from the Lake Fire to course across mountain roads, while in the valley regions various swift water rescues were executed in low lying and flood prone areas.



Lone Pine Canyon Road, July 19, Wrightwood (David Pardo/The Victor Valley Daily Press via AP)

Preliminary damage estimates for the Lake Fire are well over \$1,000,000 in public assistance and individual assistance costs, the North Fire racked up in excess of \$500,000 in damages in just 24 hours and in one rainy afternoon, the Delores storm events topped \$380,000 in total losses. San Bernardino County issued a Proclamation of a Local Emergency for the Lake Fire, but it was the statewide damages from Hurricane Delores that provided a Gubernatorial Proclamation of Emergency for several counties in the state including San Bernardino. The OA EOC finally deactivated on July 21, but the Office of Emergency Services continues to collect Initial damage Estimate (IDE) data for both the North Fire and Delores Storm damage.

CERT Shines During Lake Fire

Contact: M. A. Ramirez

As firefighters worked tirelessly to fight the raging Lake Fire, CERT Members from San Bernardino County CERT programs were behind the scenes to support those firefighters and others affected by the blaze. This was the first time teams from the unincorporated communities of Angelus Oaks, Big Bear Valley, Forest Falls, Mill Creek Canyon, Mountain, and Morongo Basin were activated for an incident this size, including the Emergency Operations Center (EOC) CERT Members. The second day into the incident CERT Members from Morongo Basin CERT were activated to Phase 2 – Deployment to distribute informational flyers regarding the excessive smoke inundating the Pioneertown community. The following day they staffed County Fire Station 38 to offer a place for firefighters, Sheriff Deputies and Highway Patrol Officers to rest, eat and hydrate. The operations at the station continued until June 30th. At the same time Angelus Oaks, Big Bear Val-

ley, Mill Creek Canyon, and Mountain CERTs were activated to Phase 1 – Alert, which allowed the local coordinators the opportunity to contact members to check for availability for possible deployment. It wasn't long until Big Bear Valley and Mountain CERTs were pressed into service and deployed to assist the Logistics Section of the Incident's Base Camp Located at Big Bear High School. CERT Members would work the next week assisting the Security Unit and Food Unit with everything from parking lot management to distribution of sack lunches, ice and water to firefighters headed out to the fire. While these tasks weren't covered in



CERT Member at base camp

CERT Basic training, the CERT Members' familiarity with ICS and understanding that every role is important in an incident meant that volunteers served happily with a true sense of purpose. As the fire progressed and evacuation orders expanded the deployed CERTs in Pioneertown responded to Copper Mountain College to provide pre-shelter reception for evacuees until the American Red Cross was able to arrive and establish their shelter. On the mountain, CERT Members were also deployed to provide pre-shelter reception for 360 evacuated campers. Pre-shelter recep-

tion is a program currently being developed to deploy CERT volunteers to identified shelter locations. The CERTs presence throughout the County and ability to arrive within minutes allows them to greet evacuees, provide information about the incident and send back important information like medical needs, language barriers, or any other need to the EOC. On July 27 an After Action Conference was conducted in Big Bear to identify the strengths and areas for improvement of the CERT response as well as to recognize the hard work of the volunteers. San Bernardino County Fire Battalion Chief Ron Walls, Firefighter Nick Bruinsma from Big Bear Fire and American Red Cross Disaster Program Manager April Wing praised the work of CERT Members and distributed Certificates of Recognition to the proud volunteers. The activation highlighted the strength of the CERT Programs and the value of CERT volunteers in "non-traditional" CERT roles. San Bernardino County Fire, OES couldn't be prouder of our volunteers!



Distributing food

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Priority Progress 2015 Training and Exercise Workshop (TEPW)

Contact: R. Lindsay

The 2015 Operational Area Training and Exercise Workshop (TEPW) was conducted in June at OES with a robust representation from local and state jurisdictions, county departments and public service disciplines. OA

Training partners first validated the updated TEP format and analysis methodology they collaborated to design in the 2014 TEPW. During the second half of the workshop, participants updated the OA Training and Exercise Schedule, capturing recent training and exercises and adding their planned activities through 2017. The SBCOA TEP methodology now provides each contributing agency the ability to document and track their own Core Capability Priorities while the overall TEP continues to chart operational area progress towards reaching maximum preparedness through

coordinated and inclusive Training and Exercise activities. The SBCOA TEP methodology now provides each contributing agency the ability to document and track their own Core Capability Priorities while the overall TEP continues to chart operational area progress towards reaching maximum preparedness through



OA training activities

2015 National VOAD Conference

Contact: C. Nagy

Each year National VOAD (Voluntary Organizations Active in Disaster) conducts an Annual Conference. In May, County Office of Emergency Services (OES) staff Cindy Serrano, Cheryl Nagy, Zack Mullennix and Michael A. Ramirez traveled to New Orleans to attend this year's annual conference. Cheryl was the California state VOAD representative serving as the voice for all state VOAD members. As a National VOAD committee chair, Cheryl also led the National VOAD Community Preparedness Committee Meeting. County OES staff attended multiple workshops and sessions



Left to right: Cheryl Nagy, Craig Fugate, Cindy Serrano, Michael A. Ramirez

pertaining to areas of interest that will benefit projects within the San Bernardino County Operational Area (SBCOA). Cheryl also served as a joint presenter for three different presentations covering VOADs working with emergency managers, National Preparedness and working together in a disaster. Over 40 other VOAD members and emergency managers from California also attended the conference and met to do their annual networking. In addition to the conference there were many opportunities to discuss the 10th Anniversary of Hurricane Katrina and tour the New Orleans area to learn more. While attending this year's conference the staff met Craig Fugate, Administrator of the Federal Emergency Management Agency (FEMA). The 2016 National VOAD Annual Conference will be held in Minneapolis, MN, May 23-26.

ESRI Users Conference

Contact: M. Wagner

San Bernardino County Office of Emergency Services (OES) staff Miles Wagner and Kalina Cox attended the annual ESRI User Conference (US) in San Diego, July 20 through 24, 2015. County OES entered the Baker to Vegas Operational Map created by Miles Wagner in the UC Map Gallery. They attended several workshops and seminars including:

- Desktop Mapping: Building Map Books,
- Applying Spatial Analysis Techniques to Make Better Decisions,
- Understanding Risk Analysis through Vulnerability Analysis,
- GIS of Common Operating Picture in Disaster Management,
- Tackling Disasters with Geointelligence,
- Getting People out of Harm's Way, GIS in Disaster Management.

Special Interest Group meetings attended were the Search and Rescue Special Interest Group and the Disaster Emergency Management Special Interest Group.

Techniques and processes learned at the ESRI UC are being integrated into the County OES GIS Unit and will improve our ability to provide accurate and timely products to County OES, County Fire, and others during an incident.



Miles Wagner with Baker to Vegas Operational Map submission

San Bernardino County CERT Heads North

Contact: M. A. Ramirez



L. A. City CERT Commander, Captain Stacy Gerlich, Michael A. Ramirez, San Francisco NERT Coordinator, Captain Erica Arteseros

Emergency Services Officer Michael A. Ramirez traveled to Richmond, Calif. to present at the Northern California Regional CERT Conference on June 30th. Southern California CERT programs have benefited greatly from similar conferences put on by CaliforniaVolunteers and other local programs. Northern California programs, however, have not been as fortunate. The Regional Conference was the result of the State CERT Workgroup's recognition of this fact and an effort to bring the same excellent teaching to our neighbors in the north. Despite the great distance San Bernardino County CERT programs were represented at the conference. Volunteers from Loma Linda and Rialto CERT took the long drive to learn and share the exciting things going on in San Bernardino County. Emergency Manager Fay Glass also attended to take back ideas for her growing program in the City of Redlands. Training opportunities of this kind are great opportunities for CERT volunteers to learn and share with the larger CERT community in the state.